



N.C. Office of Information Technology Services

Infrastructure Study and Assessment (INSA) and State Portal Upgrade

IT Oversight Committee

August 25, 2010



Outline

- Direction from Governor
- INSA
 - Program, goals and sequence
 - Proposed phases
 - Agency/ITS contributions
 - Communication plan
- Portal initiative
 - Project governance
 - Scope and sequence



Direction from Governor

- Governor Beverly Perdue notified Executive Branch agencies of IT initiatives in a memo July 21, 2010
- Goals
 - Improve service, increase transparency, improve efficiency and reduce costs
- Two major initiatives:
 - Assessment of IT infrastructure, services, and costs in ITS and all Cabinet agencies (INSA)
 - Upgrade state's web portal



INSA Program

- Rapid development in IT, citizens' demands and gloomy state budget forecast are driving change
- IT must deliver more value to taxpayers through better services at lower cost
- How?
 - Reduce duplication
 - Improve utilization of resources (people, data centers and etc.)
 - Implement industry best practices
- Building on lessons learned from other states
 - Win approval and support from the top
 - Assess the need with hard, objective data
 - Apples-to-apples comparisons -- measure Total Cost of Ownership
 - Carefully craft any contracts
 - Get every one on board





Executive Branch Agencies within Scope

- Department of Administration
- Department of Commerce
- Department of Correction
- Department of Crime Control and Public Safety
- Department of Cultural Resources
- Department of Environment and Natural Resources
- Department of Health and Human Services
- Department of Juvenile Justice and Delinquency Prevention
- Department of Revenue
- Department of Transportation
- Office of Information Technology Services
- Office of the State Chief Information Officer
- Office of State Personnel
- Employment Security Commission
- State Board of Education
- Office of State Budget and Management



INSA project goals

- Determine best approach to continue consolidation of IT infrastructure
 - Internal service providers?
 - External service providers?
 - Combination?

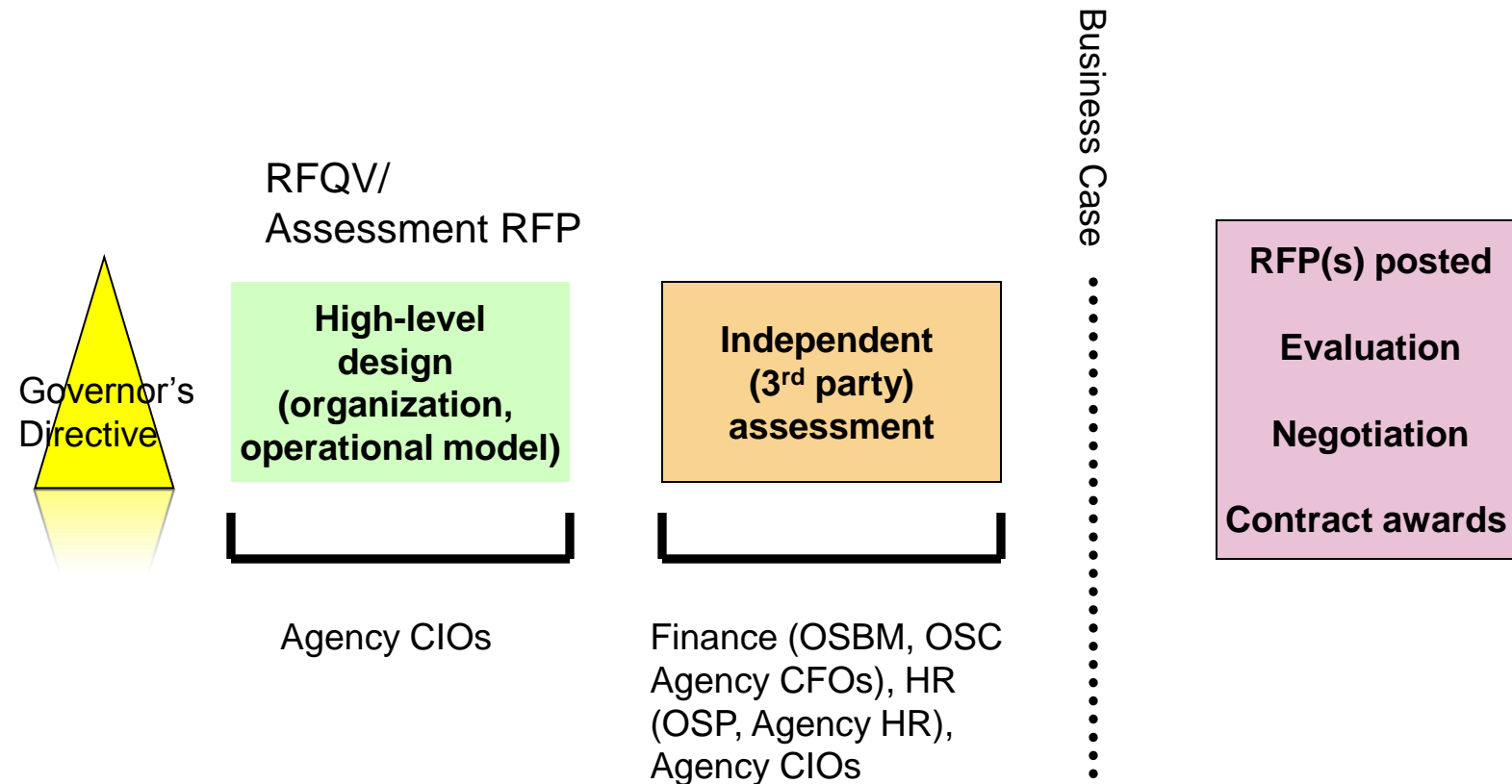


INSA sequence

- Request for Qualified Vendors (RFQV)
 - Issued July 21, 2010
 - Opened August 9, 2010
 - Three vendors pre-qualified
 - Restricted to assessment. Cannot participate in any subsequent contracts for service delivery
- Request for proposals being drafted
 - Conduct detailed financial analysis with a comparison to industry
 - Compare technical service delivery to industry standards
 - Compare operational process effectiveness to industry best practices
- Assessment data will be evaluated by State CIO's office, Budget Office and others, as appropriate
- Develop a business case for next steps



Proposed phases



Agency collaboration

- Formal INSA Program kick-off
 - Formal communication plan
 - Internal (ITS)
 - External (Governor's Office, agencies)
 - Meetings with agency heads
 - Agency representatives involved in all phases, including drafting/assessment of RFP.
 - Agencies asked to provide financial, human, and technical resources as required
 - Regular updates
 - State CIO's web page: <http://www.scio.nc.gov>
 - FAQ's – email address for questions INSA_PROGRAM_QUESTIONS@NC.GOV
- Regular updates, including status reports, posted on State CIO web page ITS staff meetings, agency CIO meetings



Portal initiative

- **Goals**
 - Make it easier for citizens and businesses to obtain information and transact business with state government
 - Mirror store front approach whereby citizens can access State data, information seamlessly and transparently
 - Operating efficiencies
- No major upgrade since 2001, when NC was “best of breed”
- NC currently ranks 35th for state portals in one survey



Portal project governance

- Agency for Public Telecommunications (APT) is business owner of the portal
- ITS providing technical guidance and support
- Executive Steering Committee
 - Department of Administration, Office of State CIO, Office of State Budget and Management, Governor's Office
 - Considers strategic issues, policy and legal questions
- Portal Advisory Committee
 - Broad representation from state agencies
 - Participate in ITng assessment meetings
 - Discuss issues/impacts on agency operations, make recommendations to Steering Committee, propose portal enhancements on an ongoing basis



Portal scope and sequence

- **Assessment**
 - ITng conducting three-month assessment of applications that would benefit from the web portal
 - ITng (Institute for Next Generation IT Systems) is a university/government/industry research organization in the College of Engineering at NC State
- **Request for Proposals**
 - Release RFP in early November to establish a partnership with a private provider
 - Goal is operational portal by July 1, 2011

